



January 24, 2011

Via Electronic Mail

EMAIL: judy.matthews@psc.sc.gov

Judy Matthews
Public Service Commission of South Carolina
Post Office Drawer 11549
Columbia South Carolina 29211

*Re: inContact, Inc. d/b/a UCN
Authorized Utility Representative Form for Telecommunications
Carriers – Replacement Filing*

Dear Ms. Matthews:

On behalf of inContact, Inc. d/b/a UCN, enclosed please find a replacement Authorized Utility Representative Form for Telecommunications Carriers. This form is resubmitted to correct an error on the form filed under cover of letter dated January 6, 2011. Please disregard the form submitted on January 6, 2011 and replace it with this corrected form.

Thank you for your assistance in this matter.

Very truly yours,

/s/

Suzanne Rafalko
Legal Assistant

RECEIVED
JAN 24 2011
FILE

HELEIN & MARASHLIAN, LLC

TELEPHONE: (703) 714-1396
FACSIMILE: (703) 714-1399
EMAIL: MAIL@COMMLAWGROUP.COM
WEB: WWW.COMMLAWGROUP.COM

THE COMM-LAW GROUP
1400 SPRING HILL ROAD
SUITE 207
DALLAS, TEXAS 75201

AUTHORIZED UTILITY REPRESENTATIVE FORM FOR TELECOMMUNICATIONS CARRIERS
TYPE: ☒IXC ☒CLEC ☐ILEC ☐Wireless

CERTIFICATED COMPANY INFORMATION	
inContact, Inc.	
Company Name	FLEMINGSON
UCN	(866) 541-0000
Dbà/fka	Telephone #
7730 South Union Park Avenue, Suite 500	
Mailing Address	
Midvale, UT 84047	
City, State, Zip Code	
7730 South Union Park Avenue, Suite 500	
Business Location	
Midvale, UT 84047	Salt Lake
City, State, Zip Code	County

REGISTERED AGENT INFORMATION
Registered Agent: National Registered Agents, Inc.
Mailing Address: 2 Office Park Court, Suite 103
Columbia, SC 29223
City, State, Zip Code

Pursuant to the Commission's rules and regulations, print or type company contact for the following areas:

- A. Kim Partridge (address as above)
General Manager (Include Address if different than above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
- B. Kim Partridge (address as above)
Customer Relations/Complaints Representative (Include Address if different than above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
- C1. Kim Partridge (address as above)
Customer Relations/Complaints Representative for Escalated Complaints (Include Address if different than above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
800-669-3319
- C2. **Customer Contact (Toll Free Number)**
- D. Kim Partridge (address as above)
Engineering Operations (Include Address if different than above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address

- E. Test and Repair (Include Address if different than above)
Kimm Partridge (address as above)
Telephone Number / Facsimile Number / E-mail Address
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
- F. Emergencies (During Non-Office Hours)
/ /
Telephone Number / Facsimile Number / E-mail Address

In addition, please provide the following company contact information to assist in proper routing of correspondence and invoices:

- G. Kimm Partridge (address as above)
Regulatory Officer (Include Address if different than above)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
Kimm Partridge (address as above)
- H. Dual Party Mailings (Name)
7730 South Union Park Avenue, Suite 500, Midvale, UT 84047
(Mailing Address)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
Kimm Partridge (address as above)
- I. Interim LEC Fund Mailings (Name)
(Mailing Address)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
7730 South Union Park Avenue, Suite 500, Midvale, UT 84047
- J. Universal Service Fund Mailings (Name)
(Mailing Address)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address
Kimm Partridge (address as above)
- K. Gross Receipts Mailings (Name)
7730 South Union Park Avenue, Suite 500, Midvale, UT 84047
(Mailing Address)
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
Telephone Number / Facsimile Number / E-mail Address

Kimm Partridge
This form was completed by
Corporate Secretary

Title

K E Partridge
Signature
11-11-10

Date

RETURN COMPLETED FORM TO:

Public Service Commission of SC
Docketing Department
Post Office Drawer 11649
Columbia, South Carolina 29211
And
Office of Regulatory Staff
Attn: Jeanne Gordon
1401 Main Street, Suite 900
Columbia, South Carolina 29201